

# COVID-19 Frequently Asked Questions

## Table of Contents

Travelling from Affected Areas .....	1
General Information .....	3
Protecting Yourself.....	4
At the Workplace and School.....	6
Risk in Saskatchewan .....	7

## Travelling from Affected Areas (updated Feb 26,2020)

The Public Health Agency of Canada (PHAC) is closely monitoring the spread of COVID-19 in other countries. The risk to Canadian travellers abroad is generally low but will vary depending on the destination. Active travel health notices and travel advice is available at [Health Canada - Latest Travel Health Advice](#) page.

It is important for all travellers to monitor their health when they return to Canada. While abroad, you may have come in contact with COVID-19. Monitor for fever, cough and difficulty breathing for 14 days after you arrive in Canada. If you have these symptoms, contact HealthLine 811 for assessment and direction.

The research and data on COVID-19 continues to grow and evolve. Advice for travellers will be updated based on the latest science available.

The public health risk associated with COVID-19 remains low for Canada. Public health risk is continually reassessed as new information becomes available.

**Q: What is the significance of 14 days?**

A: Based on the latest science on **COVID-19**, the time from exposure to developing symptoms can take up to 14 days. In order to prevent spreading, it is important to take extra precautions during this timeframe such as self-isolation or self-monitoring.

**Q. What does it mean to self-isolate?**

A. Self-isolation means the patient is considered well enough to not require admission to hospital and can remain in their home. Individuals should not attend work, school, daycare, university, social, sporting or cultural events or religious gatherings. The patient should have the ability to care for their symptoms including being able to drink enough liquids. Refer to the [Self-Isolation Information Sheet](#) at [saskatchewan.ca/coronavirus](https://saskatchewan.ca/coronavirus) for more information.

**Q: What is the difference between “self-isolate” and “self-monitor”?**

A: Self-isolation is a precautionary approach used to reduce the risk of spreading **COVID-19** from people that have been in an area of high disease spread or in close contact with a person with **COVID-19**. These individuals should not attend work, school, daycare, university, social, sporting or cultural events or religious gatherings. These individuals may not have any symptoms or they may have mild symptoms that can be managed at home. If symptoms develop or worsen, call HealthLine 811 for assessment and direction.

Self-monitoring watching closely for symptoms in yourself or your dependents. When there are no symptoms, continue with your daily activities like attending school or work. At the first sign of symptoms such as increase in body temperature or development of a cough or sore throat or shortness of breath, you should self-isolate and call HealthLine 811 for assessment and direction.

**Q: If someone has completed their self-isolation of 14 days, is there still a risk of them having COVID-19?**

A: Based on the latest science on **COVID-19**, the time from exposure to developing symptoms can take up to 14 days. If the person has not developed symptoms over this time, the risk of their having **COVID-19** is low and they can return to work or school.

If the person has developed symptoms (fever, cough, or shortness of breath) during the period of self-isolation, they should contact Healthline 811 for guidance.

## General Information

### **Q: What is 2019-Novel Coronavirus (COVID-19)?**

A: Coronaviruses are a large family of viruses. They can cause diseases ranging from the common cold to more severe diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS-CoV). Some cause illness in people, while others circulate among animals. Some coronaviruses transmit easily from person to person while others do not.

**COVID-19** is a new virus that has not been previously identified. At present it is causing mild to moderately severe symptoms and some deaths. There is evidence of person-to-person transmission, usually by close contact. As with new viruses, further details will be available as we learn more.

### **Q: What are the symptoms? How would I know if I have this illness?**

A: Common symptoms are fever and respiratory symptoms such as cough, shortness of breath, or breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death. Older people and/or those with chronic illnesses such as diabetes, cardiac, respiratory, or immunocompromised patients, may be at higher risk for a more severe form of the disease.

### **Q: Is there a vaccine that protects against COVID-19?**

A: Currently, there is no approved vaccine that protects against coronaviruses, including **COVID-19**.

### **Q: How is COVID-19 treated?**

A: Like most respiratory illnesses, most people with **COVID-19** illness will recover on their own. There is no specific treatment for disease caused by **COVID-19**. Severe or worsening symptoms may require supportive treatment in hospital.

**Q: Can the infection spread easily?**

A: The infection transmits via coughing and sneezing (droplet transmission) within two meters. It can also be spread by touching surfaces with the virus on it and then touching your mouth, nose or eyes before washing your hands. While it is not yet known exactly how long COVID-19 lives on surfaces, preliminary evidence suggests it can live on objects and surfaces from a few hours to several days. Therefore, isolation at home or hospital is important to prevent transmission.

**Protecting Yourself**

**Q: How do I protect myself against COVID-19?**

A: Currently, there is no approved vaccine that protects against coronaviruses in humans.

As a respiratory illness, the best method to protect yourself against COVID-19 is to practice everyday preventive actions, including:

- Practice proper cough and sneezing etiquette (into the bend of your elbow);
- Wash your hands often with soap and water; if soap and water are not available, use an alcohol-based hand sanitizer;
- Avoid touching your eyes, nose and mouth with unwashed hands;
- Maintain safe food practices; and
- Avoid close contact with people who are sick.
- Avoid unnecessary [travel to affected areas](#).

**Q: I have a respiratory illness. Should I isolate myself?**

A: If you have travelled to Hubei or Iran in the last 14 days, self-isolate at home for 14 days after leaving the area and actively monitor for symptoms of COVID-19 including cough, fever and difficulty breathing. Do not go to school, university, work, daycare, sporting or social events or religious gatherings.

If you have traveled from another affected area in the last 14 days but do not have any symptoms, you should monitor your health for 14 days after leaving the area including taking your temperature twice daily. If you develop symptoms, call HealthLine 811 for assessment and direction. If you do not have cough, fever or difficulty breathing, you can go to work or school.

If you have been in close contact with someone who is ill with COVID-19, you should self-isolate for 14 days from your last contact and actively monitor for symptoms.

If you do not have a travel history to/from an affected area and do not have symptoms of a cough or fever, you can go to work or to school.

**Q: Should I wear a surgical mask to protect myself from COVID-19?**

A: There is no evidence that surgical masks protect people who are not sick. The World Health Organization does not recommend the use of any masks if you do not have a travel history and respiratory symptoms.

If you have respiratory symptoms such as cough or difficulty breathing or fever and a relevant travel history, you should wear a surgical/procedure mask when seeking medical care at a health facility. If you are going to a healthcare facility for treatment of your respiratory illness and do not have a mask, ask for one at the admission desk and one will be provided to you.

**Q: Should I wear masks to protect myself as a caregiver in the home?**

A: If HealthLine, public health officials or your healthcare provider have advised you to self-isolate, you may be cared for at home.

If you are providing care to someone with suspected or confirmed **COVID-19** at home, it's recommended to keep distant from an affected individual as much as possible. Hand hygiene should be performed frequently, preferably using soap and water or an alcohol-based hand rub. Wear a surgical mask when in the same room with the affected individual and dispose of the mask immediately after use. Hand hygiene should also be performed following removal of the mask. Eye protection is also recommended.

## At the Workplace and School

**Q: Our workplace/school has people who have travelled to an affected area.**

**Should they stay home until they know they do not have COVID-19?**

A: If you have travelled to Hubei in the last 14 days, self-isolate at home for 14 days after leaving the area and actively monitor for symptoms of COVID-19 including cough, fever and difficulty breathing. Do not go to school, university, work, daycare, sporting or social events or religious gatherings.

If you have traveled from another affected area in the last 14 days but do not have any symptoms, you should monitor your health for 14 days after leaving the area including taking your temperature twice daily. If you develop symptoms, call HealthLine 811 for assessment and direction. If you do not have cough, fever or difficulty breathing, you can go to work or school.

If you have been in close contact with someone who is ill with COVID-19, you should self-isolate for 14 days from your last contact and actively monitor for symptoms.

If you do not have a travel history to/from an affected area and do not have symptoms of a cough or fever, you can go to work or to school.

**Q. How do I self-isolate in situations of shared living (eg. family homes, university dorms, apartments, etc)?**

A: If a person with symptoms is self-isolating in shared living accommodations such as a dorm room at a university, they should be temporarily accommodated elsewhere or have roommates and family members temporarily relocate. In cases where there may be several people with symptoms awaiting test results, they may co-locate until results are confirmed. Refer to [Self-Isolation Information Sheet](#) and [Infection Control Tips](#) at [saskatchewan.ca/coronavirus](http://saskatchewan.ca/coronavirus) for more information.

If an ill person is sharing accommodations with someone who might be vulnerable to infection – those with suppressed immune systems or chronic illness, pregnant women, infants, and adults over 65 - relocation is advised to reduce the risk of severe illness for the vulnerable person.

More advice is available at: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/guidance-for-nhs-clinicians-on-home-isolation-of-a-patient-while-being-tested-for-wuhan-novel-coronavirus>

**Q: I am worried about a coworker who has recently travelled and I want to work from another location. Can my manager approve that?**

A: At this time, the risk of transmission of COVID-19 is low in Canada and Saskatchewan. People who have traveled from an affected area or had close contact with someone who is ill with **COVID-19** are being asked to self-isolate for 14 days from their last contact.

If travelers are showing symptoms (cough, fever, difficulty breathing), they should call HealthLine 811 to determine the best course of action.

If you are concerned that someone in your workplace has travelled recently, speak with your manager.

**Q: Are there special steps my daycare or school can take to prevent the spread of COVID-19?**

A: COVID-19 is a respiratory illness and is transmitted the in same fashion as influenza. Administrators, teachers, caregivers, parents and students should take the same precautions they do to prevent the spread of influenza in the classroom. Practice good cough/sneeze etiquette (into your elbow or tissue and immediately throw the tissue away), wash hands frequently and immediately after using tissues, and ensure regular environmental cleaning of the facility, particularly high-touch surfaces like doorknobs and faucet handles. Individuals who are sick should stay home.

**Q: I have a child in my class or daycare that has developed a fever and shortness of breath. What do I do?**

A: If you see symptoms of respiratory illness in a child (fever, coughing, shortness of breath), place that child in a separate space or a two metre distance from other children until their parent or caregiver can come for them. Provide them with tissues to support good cough and sneeze etiquette and remind them to maintain good hand hygiene. After they have been picked up, use a disinfectant cleanser for the surfaces they have contacted.

Its important that a parent or caregiver can pick up the child and that they not take the bus or other mass transit while they are symptomatic. If there is no option except for that child to take the bus, advise the bus driver to try to maintain a two metre distance between them and other passengers for the best protection.

**Q: When would a school be closed due to COVID-19?**

A: There is currently no widespread transmission of COVID-19 in Canada. At this time, school closures are not recommended for the prevention of COVID-19 transmission. The Public Health Agency of Canada recommends that schools take standard respiratory illness precautions – the same precautions that are recommended every year for cold and influenza season.

As the science and risk situation evolve, public health officials will update this advice.

Risk in Saskatchewan

**Q: What happens if there is a confirmed case of the virus in Saskatchewan?**

A: Although public health officials anticipate that there will be additional cases of **COVID-19** in Canada, the role of public health is to limit the spread through education and surveillance. **The risk of spread in Canada is currently low.** COVID-19 is a respiratory illness, and there are best practices for individuals and health care providers to protect against the spread of respiratory illnesses.





# CORONAVIRUS DISEASE (COVID-19)

While abroad, you may have come in contact with the **novel coronavirus**. For the next 14 days, the Public Health Agency of Canada asks that you:

- ▶ monitor your health for **fever, cough and difficulty breathing**; and,
- ▶ avoid places where you cannot easily separate yourself from others if you become ill.

To further protect those around you, wash your hands often and cover your mouth and nose with your arm when coughing or sneezing.

If you start having symptoms of **COVID-19**, isolate yourself from others as quickly as possible. Immediately call a health care professional or the public health authority in the province or territory where you are located (see back of sheet). Describe your symptoms and travel history. They will provide advice on what you should do.

Government of Canada novel coronavirus  
information line: **1-833-784-4397**

[canada.ca/coronavirus](https://canada.ca/coronavirus)



**FEVER  
FIÈVRE**

# MALADIE À CORONAVIRUS (COVID-19)

Durant votre voyage, vous pourriez avoir été en contact avec le **nouveau coronavirus**. Au cours des 14 prochains jours, l'Agence de la santé publique du Canada vous demande :

- ▶ de surveiller votre état de santé, si vous développez **une fièvre, une toux ou si vous avez de la difficulté à respirer**;
- ▶ d'éviter les endroits où vous ne pouvez pas vous séparer facilement des autres si vous devenez malade.

Pour mieux protéger les gens autour de vous, lavez-vous les mains souvent et couvrez-vous la bouche et le nez avec votre bras lorsque vous toussiez ou éternuez.

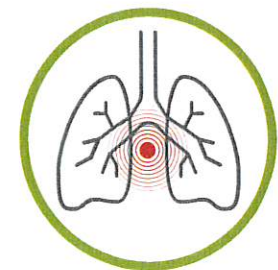
Si vous commencez à avoir des symptômes du **COVID-19**, isolez-vous des autres aussi rapidement que possible. Appelez immédiatement un professionnel de la santé ou l'autorité de santé publique de la province ou du territoire où vous vous trouvez (voir le verso de la feuille). Décrivez vos symptômes et l'historique de vos déplacements. Ils vous conseilleront sur ce que vous devez faire.

Ligne d'information du Gouvernement du Canada  
sur le nouveau coronavirus: **1-833-784-4397**

[canada.ca/le-coronavirus](https://canada.ca/le-coronavirus)



**COUGH  
TOUX**



**DIFFICULTY BREATHING  
DIFFICULTÉ À RESPIRER**



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

Canada

# COVID-19 — BE PREPARED

Canada's health system is ready to respond to cases that arise in Canada, but it is important that individuals and communities are ready if there is widespread illness here at home.

## Plan Ahead

Take time to consider what you will do if you or a family member becomes sick and needs care. Think about:

- ▶ What food and household supplies you need for you and your family
- ▶ What medicines you need, including renewing and refilling prescriptions ahead of time

Discuss your plans with your family, friends and neighbours, and set up a system to check in on each other by phone, email or text during times of need.

## Get Prepared

Have supplies on hand so you do not need to leave your home if you become ill. Add a few extra items to your grocery cart every time you shop. This places less of a burden on suppliers, and can help ease financial burden on you as well.

### Stock up on:

- ▶ Dried pasta and rice
- ▶ Pasta sauces
- ▶ Canned soups, vegetables and beans
- ▶ Pet food and supplies
- ▶ Feminine hygiene products
- ▶ Thermometer
- ▶ Diapers
- ▶ Soap
- ▶ Alcohol-based hand sanitizer
- ▶ Fever-reducing medications (acetaminophen or ibuprofen for adults and children)
- ▶ Facial tissue
- ▶ Toilet paper
- ▶ Paper towels
- ▶ Plastic garbage bags
- ▶ Dish soap
- ▶ Laundry detergent
- ▶ Household bleach
- ▶ Household cleaning products

## Stay Healthy and Limit Spread

- ▶ Wash your hands frequently with soap and warm water for at least 20 seconds.
- ▶ Sneeze or cough into your arm or sleeve.
- ▶ Consider a wave or elbow bump in place of a handshake, hug or kiss.
- ▶ Reduce your exposure to crowded places by shopping or using transit during non-peak hours.
- ▶ Encourage those you know are sick to stay home until they no longer have symptoms.
- ▶ If you become ill, stay home until you are no longer showing symptoms. Contact your health care professional or local public health authority and tell them your symptoms. They will give you advice about what to do next.

## Stay Informed

For more information on coronavirus:

**1-833-784-4397**

[canada.ca/coronavirus](https://canada.ca/coronavirus) | [phac.info.aspc@canada.ca](mailto:phac.info.aspc@canada.ca)



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# BE PREPARED (COVID-19)

## PLAN AHEAD



There are simple, practical things you can do to prepare in case you or someone in your household becomes ill or if COVID-19 becomes common in your community.

### Make a plan that includes:

- ▶ **Essential supplies** (a few weeks' worth) on hand so you will not need to leave your home if you become ill.
  - Avoid panic buying. Add a few extra items to your cart every time you shop. This places less of a burden on suppliers, and can help ease financial burden on you as well.
  - Renew and refill your prescription medications.
- ▶ **Alternative arrangements** in case you become ill or if you need to care for a sick family member. For example:
  - Have backup childcare in case you or your usual care provider become ill.
  - If you care for dependents, have a backup caregiver in place.
  - Talk to your employer about working from home if possible.
- ▶ **Reducing your exposure** to crowded places if COVID-19 becomes common in your community. For example:
  - Shop and use public transit during off-peak hours
  - Exercise outdoors instead of in an indoor fitness club

## COMMUNICATE



- ▶ Share your plan with your family, friends and neighbours.
- ▶ Set up a buddy system to check in on each other by phone, email or text during times of need.

## STAY INFORMED



- ▶ Learn about the symptoms of COVID-19, how it spreads and how to prevent illness.
- ▶ Get your information from reliable sources such as the Public Health Agency of Canada, and provincial, territorial and municipal public health authorities.
- ▶ If the news media is making you feel anxious, take a break from it.



## SHOPPING LIST

### FOOD

- dried pasta and rice
- pasta sauces
- canned soups, vegetables and beans
- pet food

### HYGIENE

- toilet paper
- feminine hygiene products
- diapers
- facial tissue
- soap
- alcohol-based hand sanitizer

### HEALTH CARE

- thermometer
- fever-reducing medications (acetaminophen or ibuprofen for adults and children)

### CLEANING

- paper towels
- plastic garbage bags
- dish soap
- laundry detergent
- household bleach
- household cleaning products



## FOR MORE INFORMATION ON CORONAVIRUS:

1-833-784-4397

@canada.ca/coronavirus

phac.info.aspc@canada.ca



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## CORONAVIRUS DISEASE (COVID-19)

While abroad, you may have come in contact with the **novel coronavirus**.

The Public Health Agency of Canada asks that you **contact the public health authority in the province or territory where you live or are staying within 24 hours of arriving in Canada** (see back of sheet).

If, **before you reach your destination**, you have **fever, cough or difficulty breathing**, clean your hands and put on the mask provided to you. If you are in the air, immediately tell a crew member about your symptoms. If you are on the ground, immediately call the public health authority in the province or territory where you are located.

**You are also asked to limit your contact with others for 14 days** starting the day you began your journey to Canada.

To limit contact with others:

- ▶ stay home (self-isolate);
- ▶ avoid individuals with chronic conditions, compromised immune systems and older adults;
- ▶ avoid having visitors to your home;
- ▶ wash your hands often with soap and warm water for 20 seconds, or use an alcohol-based hand sanitizer if soap and water are not available; and
- ▶ cover your mouth and nose with your arm when coughing or sneezing.

**For 14 days, starting the day you began your journey to Canada**, you should continue to watch for **fever, cough, or difficulty breathing**.

If you have these symptoms, call the public health authority in the province or territory where you are located (see back of sheet).

They will provide advice on what you should do.

Government of Canada novel coronavirus information line: **1-833-784-4397**

[canada.ca/coronavirus](https://canada.ca/coronavirus)

## MALADIE À CORONAVIRUS (COVID-19)

Durant votre voyage, vous pourriez avoir été en contact avec le **nouveau coronavirus**.

L'Agence de la santé publique du Canada vous demande de **communiquer avec l'autorité de santé publique de la province ou du territoire où vous habitez ou restez au cours des 24 heures** qui suivent votre arrivée au Canada (voir le verso de la feuille).

Si, **avant d'atteindre votre destination finale**, vous développez **une fièvre, une toux ou si vous avez de la difficulté à respirer**, lavez-vous les mains et portez le masque qui vous a été fourni. Si vous êtes en plein vol, informez immédiatement un membre de l'équipage de vos symptômes. Si vous êtes au sol, appelez immédiatement l'autorité de santé publique de la province ou le territoire où vous vous trouvez.

**On vous demande également de limiter vos interactions avec d'autres personnes pendant 14 jours**, à compter du jour où vous avez commencé votre voyage au Canada.

Pour limiter le contact avec d'autres personnes :

- ▶ restez à la maison (isolez-vous);
- ▶ évitez les personnes atteintes de maladies chroniques, les personnes dont le système immunitaire est affaibli et les personnes âgées;
- ▶ évitez de recevoir des visiteurs à votre domicile;
- ▶ lavez-vous souvent les mains au savon et à l'eau tiède pendant 20 secondes, ou utilisez un désinfectant pour les mains à base d'alcool lorsqu'il n'y a pas d'eau et de savon sur place;
- ▶ couvrez-vous la bouche et le nez avec votre bras lorsque vous toussiez ou éternuez.

**Pendant 14 jours, à compter du jour où vous avez commencé votre voyage au Canada**, vous devez porter attention à **la fièvre, la toux ou si vous avez de la difficulté à respirer**. Si vous développez ces symptômes, appelez l'autorité de santé publique de la province ou du territoire où vous vous trouvez (voir le verso de la feuille). Ils vous conseilleront sur ce que vous devez faire.

Ligne d'information du Gouvernement du Canada sur le nouveau coronavirus : **1-833-784-4397**

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Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

Canada

# PUBLIC HEALTH AUTHORITIES

## AUTORITÉS DE SANTÉ PUBLIQUE

British Columbia	Colombie-Britannique	811
Alberta	Alberta	811
Saskatchewan	Saskatchewan	811
Manitoba	Manitoba	1-888-315-9257
Ontario	Ontario	1-866-797-0000
Quebec	Québec	811
New Brunswick	Nouveau-Brunswick	811
Nova Scotia	Nouvelle-Écosse	811
Prince Edward Island	Île-du-Prince-Édouard	811
Newfoundland and Labrador	Terre-Neuve-et-Labrador	811 or   ou 1-888-709-2929
Nunavut	Nunavut	867-975-5772
Northwest Territories	Territoires du Nord-Ouest	911
Yukon Territory	Territoire du Yukon	811